Building Manager & Operator Training

January 29 & 30
Center for Advanced Vehicular Systems
Introduction

In the late 1990’s, the Physical Plant compiled a list of individuals, one each building, and called them Building Representatives.

In 2007, a meeting was held to formalize the position.

- Unfortunately, it was reported that attendance was sparse and the program was never fully formalized or implemented.
Given the complexity of issues facing Campus Services, the Crisis Action Team, and Environment, Health, and Safety, a new system was approved to effectively communicate with departments and facilities.
## BUILDING REPRESENTATIVE LIST

23-Sep-13

For changes to this list, contact Kathy Collins at 325-1880 or kathy@physplant.msstate.edu

Please Note: Where several contacts are listed for one building, the name with the asterisk is the primary contact.

<table>
<thead>
<tr>
<th>Bldg #</th>
<th>Building</th>
<th>Representative</th>
<th>Key Chair</th>
</tr>
</thead>
<tbody>
<tr>
<td>002</td>
<td>Ag &amp; Bio Engineering</td>
<td>Sharron Miles</td>
<td>Sharron Miles</td>
</tr>
<tr>
<td>0124</td>
<td>Allen Hall</td>
<td>Molla Tomkinson</td>
<td>Les Nettles</td>
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<tr>
<td>0172</td>
<td>Ammerman-Hernsberger Food Processing Plant</td>
<td>Anna Hood</td>
<td>Alice Nichols</td>
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<td>0175</td>
<td>Anthropology</td>
<td>Raymond Brooks</td>
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<tr>
<td>0078</td>
<td>Architecture Hall</td>
<td>Tim Armstrong</td>
<td>Tim Armstrong</td>
</tr>
<tr>
<td>0204</td>
<td>Band and Choral Rehearsal Hall</td>
<td>Elva Kay Lance</td>
<td>Sara Fowler</td>
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<tr>
<td>0197</td>
<td>Barnes &amp; Noble</td>
<td>Nancy Reichert</td>
<td>Nancy Reichert</td>
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<tr>
<td>0019</td>
<td>Baseball Coaches Office</td>
<td>Brent Frey</td>
<td>Brent Frey</td>
</tr>
<tr>
<td>0029</td>
<td>Black Jack #2 (Early-Childhood Institute)</td>
<td>Juan Silva</td>
<td>Alicia Soto</td>
</tr>
<tr>
<td>2101</td>
<td>Black Jack #4 (Early-Childhood Institute)</td>
<td>Nelia Betts</td>
<td>Nelia Betts</td>
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<tr>
<td>2104</td>
<td>Black Jack #4 (Early-Childhood Institute)</td>
<td>Cathy Hollingshead Cathy Hollingshead</td>
<td></td>
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<tr>
<td>0134</td>
<td>Bost Extension Center</td>
<td>Dixie Cartwright</td>
<td>Dixie Cartwright</td>
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<tr>
<td>0020</td>
<td>Bowen Hall (Political Science)</td>
<td>K. C. Morrison</td>
<td>Quinilara Miller</td>
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<tr>
<td>0030</td>
<td>Bowen Hall Technology</td>
<td>Lynne Coogan</td>
<td>Paula Jones</td>
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<td>0032</td>
<td>Box Building</td>
<td>Daniel Wong</td>
<td>Marcella Minor</td>
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<tr>
<td>0038</td>
<td>Briscoe Hall</td>
<td>Christina Vanderberg</td>
<td>Jamie Moxon / Caroline Cooper</td>
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<td>0038</td>
<td>Briscoe Hall</td>
<td>Caroline Cooper</td>
<td>Jamie Moxon / Caroline Cooper</td>
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<td>0173</td>
<td>Bryan Athletic Administration Building</td>
<td>Britt Frey</td>
<td>Britt Frey</td>
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<tr>
<td>0203</td>
<td>Building III</td>
<td>Fred Mock</td>
<td>Jason Boler</td>
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<tr>
<td>0202</td>
<td>Bureau of Plant Industry/State Seed Testing</td>
<td>John Campbell * John Campbell *</td>
<td>Valerie Palmer</td>
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<tr>
<td>0202</td>
<td>Bureau of Plant Industry/State Seed Testing</td>
<td>Kathy Bowman</td>
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<td>Valerie Palmer</td>
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<td>0153</td>
<td>Butler Guest House</td>
<td>Shonda Cumberland</td>
<td>Jason Boler</td>
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<tr>
<td>0067</td>
<td>Butler Hall</td>
<td>Reena Reese</td>
<td>Leil Hughes</td>
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<tr>
<td>0059</td>
<td>Butler Wittliss</td>
<td>George Liddley</td>
<td>Georgia Lindley</td>
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<td>Kenneth Rogers</td>
<td>Georgia Lindley</td>
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<td>Kenneth Spencer</td>
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<td>0157</td>
<td>Campus Landscape Office</td>
<td>Rob Rice</td>
<td>Rob Rice</td>
</tr>
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<td>0158</td>
<td>Campus Landscape Shop</td>
<td>Rob Rice</td>
<td>Rob Rice</td>
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<tr>
<td>0008</td>
<td>Carpenter Engineering</td>
<td>Tammy Coleman</td>
<td>Tammy Coleman</td>
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<tr>
<td>0179</td>
<td>Cadillac Engineering Station</td>
<td>Rob Rice</td>
<td>Rob Rice</td>
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<tr>
<td>0191</td>
<td>Center for Advanced Vehicular Systems</td>
<td>Trey Breckendridge</td>
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<tr>
<td>0099</td>
<td>Chapel of Memoria</td>
<td>Lucille McRae</td>
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<td>0177</td>
<td>Child Development &amp; Family Studies Center</td>
<td>Jan Cooper Taylor</td>
<td>Michael E. Newman</td>
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<tr>
<td>0105</td>
<td>Clapp Forest Products Lab Bldg 1 &amp; 2</td>
<td>Keith Daniels</td>
<td>Keith Daniels</td>
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<tr>
<td>0020</td>
<td>Clay Lytle Botany</td>
<td>Scott Willard</td>
<td>Sherry McMillen</td>
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<tr>
<td>0121</td>
<td>Clay Lyte Greenhouse Lab</td>
<td>Scott Willard</td>
<td>Sherry McMillen</td>
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<tr>
<td>0162</td>
<td>CMB Institute Curation Facility</td>
<td>Joe S. Sepier</td>
<td>Kathy Elliott</td>
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<tr>
<td>0162</td>
<td>CMB Institute Curation Facility</td>
<td>(After hours contact)</td>
<td>Kathy Elliott</td>
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<tr>
<td>0125</td>
<td>CMB Institute of Archaeology</td>
<td>Joe D. Sepier</td>
<td>Kathy Elliott</td>
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<tr>
<td>0060</td>
<td>College Student Union</td>
<td>Raymond Brooks</td>
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<td>0164</td>
<td>Comparative Biomedical Facility</td>
<td>Roy Watkins</td>
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<td>0034</td>
<td>Cooper Building</td>
<td>George Davis</td>
<td>George Davis</td>
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<td>0161</td>
<td>Cooley Shop/Storage Building</td>
<td>George Davis</td>
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<td>Fred Mock</td>
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<td>Crit Hall</td>
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<td>0138</td>
<td>CRM Large Animal Clinic</td>
<td>Roy Watkins</td>
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<td>Davis Wade Stadium</td>
<td>Brent Frey</td>
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<tr>
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<td>Dorman Hall</td>
<td>Mike Phillips</td>
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<tr>
<td>0101</td>
<td>Dorman Hall</td>
<td>Eric Laich</td>
<td>Eric Laich</td>
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</tbody>
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New System

Building Manager and Building Operator

Campus Services

Crisis Action Team

Environment Health Safety

Building Manager
- Is the executive of the Building.
- Assumes the duties of this program under their administrative responsibilities.
- Ultimately responsible for the entire facility
- Serves as the Point of Contact for the Crisis Action Team (Foul Weather and Civil Disorder) and Environment, Health, and Safety (Fire and Life Safety).
- Required to attend annual Building Manager Training.

Building Operators
- Selected by the Building Manager
- Responsible for all Facility Operation Processes
- Serves as the Point of Contact for Campus Services (all request).
- Serves as the Daily Point of Contact with Environment, Health, and Safety.
- Should have a working knowledge of the facility.
- Subject to a $500 stipend to cover additional duties and responsibilities.
- Required to attend annual Building Operator Training.
What are Building Managers/Operators?

Building Managers act as a liaison between their respective building occupants, Environmental Health and Safety (EHS), Mississippi State University Police Department (MSU PD), and the Crisis Action Team. Building Operators act as the liaison between their respective buildings, its occupants, and Campus Services. The Building Operator shall be under the leadership of the Building Manager.

- The Building Manager is to be the responsible party for the building and the primary point of contact for all of the above entities. Building Operators are to be the primary point of contact between Facilities Management and the building. In so doing, the Building Operator shall report any maintenance or service needs to the Facilities Management Department (662-325-2005).

- The Building Manager may report safety issues to EHS (662-325-3294) and security issues to MSU PD (662-325-2121).

- The Building Manager will act as a point of contact and be responsible for proper emergency protocol during emergency situations until appropriate emergency personnel arrives. The Building Manager will be the point of contact for the crisis action team in a crisis situation.
How were you selected?

- **Building Managers** and **Building Operators** are to be selected by the executive (President, VP, or Dean) responsible for said building. Each building shall have one **Building Manager** and there shall be a **Building Operator** representing each dean or division within the facility.
What do you do?

1. **Coordination.** Building Managers serve as coordinators between their respective buildings and Environmental Health and Safety (EHS), MSU PD, and the Crisis Action Team. Building Operators serve as coordinators between campus services and their respective buildings.

2. **Inspection.** Building Operators are “building inspectors” on a limited scale. They watch for malfunctions of a building and its physical facilities, safety violations and/or security issues. Managers will accompany the EHS group with their annual safety review of their building.
In most cases, **Building Operators** will report service needs to Campus Services via the Facilities Management web based work order system or the Facilities Management service desk (662-325-2005). The **Building Manager** is responsible for reporting emergency and/or crisis action information and it shall be communicated to MSU PD. Staff and faculty should report their service needs to their respective **Building Operator**. This system will achieve two goals:

a. Staff and faculty other than **Building Operator** will be relieved of the responsibility of reporting maintenance and occupational needs to Facilities Management/Campus Services.

b. Eliminate duplicate reporting
Communication

- Communication is the key to the **Building Manager** and **Building Operator** system. It is vitally important that the **Building Manager** and **Building Operator** be the point of contact for information to and from the above-mentioned entities. Because of this need, the **Building Operator** must maintain an up-to-date email distribution list of all individuals who use the facility.
Campus Services
Crisis Action Team
Environment Health & Safety
Crisis Action Team
Campus Services
Building Manager & Building Operators
Responsible Email List

Communication
to be selected by the executive or dean for their building.
the only groups with communicative authority with reps.
list to be maintained by Building Operator
Why this system?

• More than any time in our history, effective communication between a building and campus services, EHS, MSU police, and the crisis action team is imperative and it has been determined that a single point of contact within each facility is the most efficient method.

• **Building Operators** have day to day operations with building faculty and staff and are acutely aware of facility and space needs and issues and can more effectively communicate those needs in a manner that helps campus services better respond to facility and space issues.

• **Building Managers** can more effectively communicate poignant emergency and crisis information and are aware of individual needs and issues that might arise during emergency procedures.

• The EHS and Crisis Action Team have plans associated with Civil Disorder, Foul Weather, Fire Safety, Hazardous Material Release, and Building Safety Reviews. In some cases these plans call for building specific action or information and the responsibility will be that of the **Building Manager**.
1. **Building Managers/Building Operators** must be full-time employees of the University. They must be readily available during working hours and must have the ability to be contacted during non-working hours should an emergency arise. Students, graduate assistants, and part-time employees are not acceptable Building Managers as they are not generally available throughout the workday and do not bring continuity to the Manager program.

2. **Building Managers** shall be of executive or administrative status and have the authority to act appropriately during times of crisis or emergency. They are expected to pass pertinent information to other building occupants, relay information as needed and act accordingly and as the event requires.

3. **Building Operators** are responsible for “casual” inspections. They report their findings to Facilities Management/Campus Services but they are not expected to supervise Facilities Management personnel. Most maintenance issues should be communicated to the Facilities Management Service Desk (662-325-2005).
4. The **Building Manager** and **Building Operator**'s job is mainly a position of communication. Working arrangements are made between the manager, their dean, director or department head.

5. **Building Manager** and **Building Operator** appointments are made by the executive responsible for each facility.

6. **Building Managers** and **Building Operators** must attend annual training sessions provided by Campus Services.
Responsibilities

- The **Building Manager** and **Building Operator** Program will be the responsibility of Campus Services and Campus Services will maintain the **Building Manager/Building Operator** contact database and email list serve.

- Campus Services will develop and provide annual **Building Manager** and **Building Operator** training specific to the needs and issues of the program. This training will be done in partnership with the other involved entities.

- Campus Services will have information relating to this program on their website.

- The Crisis Action Team and EHS will develop and provide:
  - Civil Disorder Plans
  - Foul Weather Plans
  - Fire Safety Plans
  - Hazardous Material Release
Building Manager and Operator Training

CAMPUS SERVICES
Facilities Management Service Center Desk

- Initial point of contact for the Building Operator for maintenance, repair, custodial, landscape and construction services
- Service requests can be submitted by calling 662-325-2005 (M-F 7:00 am-5:00 pm) or online at www.fm.msstate.edu
- Emergency requests should always be phoned-in
- For after hours emergencies, please contact the University Police Department at 662-325-2121
General Maintenance

• General maintenance of MSU facilities is to be performed by Facilities Management
• It is the responsibility of the building occupants to make Building Operators aware of maintenance needs in the building
• The information provided when making a request should be as specific as possible
Custodial Services

• The minimum cleaning standards are based on APPA suggested staffing levels
  • Level 1-Orderly spotlessness
  • **Level 2-Ordinary Tidiness**
  • **Level 3- Casual Inattention**
  • Level 4-Moderate Dinginess
  • Level 5-Unkempt Neglect

• Restrooms/shower rooms: Level 2
• Classrooms: Level 3
• Common Areas: Level 3
Utility Interruptions and Street Closures

- Utility Interruptions will be scheduled with as much advance notice as possible
- The Building Operator is the liaison between the building occupants and Facilities Management to schedule the best dates and times
- The Building Operator will also notify the building occupants of scheduled interruptions and identify areas that will need backup utilities
- Backup utilities should be in place for certain areas, labs, and equipment that cannot be without power
- Facilities Management will notify Building Operators of street closures via email or web announcements—Building Operators are then responsible for notifying building occupants
Alarms

• Alarms are monitored by the MSU Police Department—They will notify Facilities Management when an alarm sounds
• Should a fire alarm sound, building occupants must immediately evacuate the building using the nearest exit, using stairs, never elevators
• Building occupants should NEVER assume the alarm is false
• Building Managers are NOT responsible for making sure the building is evacuated
Elevators

- All elevator problems must be reported to Building Operator, who in turn contacts the Facilities Management Service Center. Facilities Management will then contact the appropriate pre-approved contractor.
Graffiti

• Graffiti in restrooms and other interior areas should be removed or painted over immediately. Please contact the Facilities Service desk as soon as possible when graffiti is detected.

• Please call the MSU Police Department immediately if you see anyone spray painting or drawing on or in our buildings.
Campus Planning and Space Management

- The Office of Planning, Design, and Construction Administration maintains a system-wide inventory of university space.
- This inventory is used to streamline the Facilities Management work order system, provide vital information for the police and fire departments in case of an emergency, and provide the facilities management key shop with accurate room number locations.
- Space surveys are the mechanism by which the division uses to validate the spatial, classification, and assignment of space.
Sustainability

- The focus of the Office of Sustainability is campus operations, grounds, materials, and transportations and collectively improving the operation of each to be better stewards of our social, economic, and environmental resources

- Recycling: The campus-wide single stream recycling program provides desk side recycling throughout all buildings for all plastics, papers, cardboards, and metals

- ECOPAW: The ECOPAW program is a personalized sustainability audit program that is conducted at the building or departmental level. A complete survey results in comprehensive documentation of steps and tools, sorted by cost, aimed at helping the department become more sustainable through facility improvements and user behavior modifications.
Building Audit System

- Building Operators are expected to perform building inspections annually and submit discovered items to Facilities Management
- Facilities Management will prioritize the maintenance items into our 10 Year Maintenance Program
- Building Operators should look for things such as touch-up painting, re-lamping, missing ceiling tiles, etc.
- Assistance to these inspections can be available from Facilities Management, please schedule in advance
Building Audit System

- Environmental Heath and Safety will conduct annual safety inspections of the buildings
- The Building Manager and Building Operator will be asked to assist in the walk-thru
- Upon completion of the safety review, the EHS office will email the results to the Building Manager, Building Operator, appropriate department/unit heads, and Facilities Management
- Necessary corrections will be assigned to the Building Occupant or Facilities Management
- Follow-up safety reviews will be conducted to monitor progress in correcting deficiencies.
Special Events and Parking

- Buildings that hold special events and need parking assistance and or transportation (shuttles) should contact Parking Operations by phone or fill out a request form at [www.parkingservices.msstate.edu](http://www.parkingservices.msstate.edu)
Heating and Cooling

• The affected building occupant should report heating/cooling problems to the **Building Operator**, who will initiate a work request with Facilities Management.

• MSU has an energy conservation policy which includes the seasonal setting of room/building thermostats—the summer setting is 76°F and the winter setting is 70°F.

• If the room temperature is within plus or minus 2 degrees from the seasonal master setting, then there is **NOT** an issue with heating/cooling.

• Most buildings employ a heating/cooling schedule for unoccupied hours and weekends. If your event is not noted in the campus-wide special events schedule, a work request should be entered to accomplish this change.
Transportation Services

• In the event there are transportation or fuel needs related to van or car rental, charter bus services, university departmental fuel purchases or fleet management questions, the Building Manager or Building Operator should contact MSU Transportation Services at 662-325-3926
Quality Assurance Evaluation

• The Quality Assurance Evaluator is charged with ensuring that any product or service offered or performed by Facilities Management is of a quality that meets the standards of the customers or client by serving as a customer interface, communicating directly with customers, clients, and Campus Services staff, in an effort to gain an understanding of their needs and to obtain feedback.
Building Manager and Operator Training

CRISIS ACTION TEAM
CRISIS ACTION TEAM

- Crisis Action Contact
- Civil Disorder Plans
- Foul Weather Plans
CRISIS ACTION CONTACT

• In an emergency or after business hours contact:
  
  – MSU Dispatch: 662-325-2121

  – Crisis Command Center: 662-325-5555
Maroon Alert Website - emergency.msstate.edu

Text messaging – sign up at my.msstate.edu

MSU Official email address

Maroon Alert Twitter feed - @maroonalert

WMSV – campus radio station

Emergency hotline – 662-325-5555

Maroon Alert app – ALERT FM
  – Apple IOS – http://imap.tv/2k
  – Google Android – http://imap.tv/fmgp
Building Manager and Operator Training

ENVIRONMENT HEALTH & SAFETY
Environmental Health & Safety

• Mission Statement
  
  – The mission of the Environmental Health and Safety Office is to foster a culture of safety and safeguard the environment at Mississippi State University.
  
  – EH&S will champion best practices and facilitate compliance with regulations by providing training and technical guidance to our customers, the MSU community.
  
  – Through our commitment to further a safe and healthful MSU community, we will contribute to the University's mission of teaching, research, and service.
• Core Values

**INNOVATION**
Constantly searching for creative solutions that solve complex problems to enhance the health and safety of the MSU community.

**INTEGRITY**
Holding ourselves to high ethical and moral standards and acting in an honest and credible manner at all times.

**SERVICE**
Providing exemplary customer service and support to the MSU community.
Environmental Health & Safety

• Program Areas
  – Fire & Life Safety
  – Laboratory Safety/Chemical Hygiene
  – Hazardous Waste Management
  – Radiation Safety
  – Biosafety
Environmental Health & Safety

• Staff

Campus Services
Crisis Action Team
Environment Health Safety

Alicia Musselwhite, CSP
Safety Officer

Dr. Patricia Cox, RBP
Biosafety Officer

Erin Kiess, CSP
Chemical Hygiene Officer

Michael Parsons, CHMM
Director

Ben Sharpe
Hazardous Waste Officer

Donna Rogers, CHMM, CIH
Radiation Safety Officer

CAVS | January 29 & 30
Environmental Health & Safety

- Fire & Life Safety
  - Extinguisher Maintenance. How and when to use an extinguisher and annual maintenance.
  - Life Safety. Building evacuation maps, egress, and building emergency systems.
  - Emergencies. Fire Drills. What to do during a fire or when the fire alarm sounds.

Remember!
Training. Hands-on fire extinguisher training, advanced fire safety training, and more.

Facility Safety Review. Building inspection information, policies, common problems, etc.

Fire Codes. Fire code and policy information.
Environmental Health & Safety

- Laboratory Safety/Chemical Hygiene

- Laboratory Safety Reviews
- Lab Safety Training
- Chemical Safety Training
- Testing Services for Laboratory Ventilation
- Chemical Storage & Inventory
- MSDS and SDS
Environmental Health & Safety

• Hazardous Waste Management

Campus Services
Crisis Action Team
Environment Health Safety

Building Manager and Operator Program

CAVS | January 29 & 30
Environmental Health & Safety

- Radiation Safety

  Radiation Workers.
  Radioactive spill procedures, safe work practices, and radiation safety training.

  Authorized Users.
  How to become an authorized user of radioactive materials.

  Services.
  Survey meter calibration, inventory management, and lab and equipment signage.

  Waste Disposal.
  Practices for management of radioactive wastes.

  X-ray Units.
  Registration and monitoring.

  Shipping and Receiving.
  Package Handling.

Campus Services
Crisis Action Team
Environment Health Safety

Building Manager and Operator Program  CAVS | January 29 & 30
Environmental Health & Safety

• Biological Safety

Biosafety Level 1 and 2 Facility Information

Shipping
Evolving Program

• This program will continue to evolve.
• We ask for patience and comments.
• We will continually evaluate.
• We are committed to flexibility and getting this right.
Next Training

• Trainings will be quarterly.
• Trainings are required.
• Trainings will be targeted for the beginning of each quarter.
• We will be in touch with more information.
Building Manager and Operator Training
Building Manager and Operator Training

QUESTIONS AND ANSWERS